

Tips for Helping Ourselves, Peers, Trainees, and Colleagues Become Better Feedback Receivers



Working with Yourself

1. Know your response tendencies.
 - a) Fight – getting angry or emotional
 - b) Flight - fleeing or avoiding
 - c) Freeze - shutting down
2. Separate the message from the messenger. Set aside who is saying it and focus on what is being said.
3. Find the coaching in the criticism. How could paying attention to the feedback help you?
4. Explore where the feedback is coming from. Before you react, ask where the feedback is coming from or for more detail to better understand it.
5. Ask for feedback regularly. Get used to getting FB by asking for it often. Make it a normal thing, not a stressful event.
6. Test advice in small experiments. If you doubt something is useful, try it out anyway. If it does not work, you can tweak it or decide to end the experiment.



Working with Others

1. Ask them how they are/have been reacting to feedback.
2. Ask them for themes from the feedback they have received over time.
3. Ask them if they ever ask for feedback (especially when they complain about not getting any).
4. Ask them what feedback has helped them improve their performance the most.

Refer to the CFE Feedback and Difficult Conversations One-Pagers Series for more information.

Reference: Stone, D. & Heen, S. (2014). Thanks for the Feedback: The Science and Art of Receiving Feedback Well. New York: Penguin.



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